Front Desk Assistant

The Office of Student Transitions (OST) is hiring for the Front Desk Assistant position. Reporting to the Administrative Assistant, the Front Desk Assistant will provide support with administrative duties, primarily with answering phone calls and emails, seeking answers for incoming students and families, and completing daily office tasks.

Programs included in the Office of Student Transitions are Orientation, Fall Welcome, First-Year Experience seminar, Peer2Peer eMentoring, and Transfer Student Services. As assistance is needed during peak programming times, the Front Desk Assistant will be primarily involved with Orientation and Fall Welcome.

The Front Desk Assistant must be available 20-25 hours/week, May – September, with the possibility of staying on during the remainder of the fall semester at up to 10 hours/week.

REQUIREMENTS:
- Must be an undergraduate or graduate student in good standing with WMU (do not have to be enrolled for summer classes)
- Able to work 20-25 hours/week, May – September (Hours are between 8am-5pm, Mon-Fri)
- Excellent customer service skills, including ability to troubleshoot and seek answers for customers
- Knowledge of, or willingness to learn, Salesforce database
- Willingness to answer phone calls and emails, providing responses in a timely manner
- Attend OST staff meetings as needed
- Assist with administrative duties such as creating spreadsheets, logging communication, printing materials, and making copies
- Assist full-time program managers for Orientation, Fall Welcome, FYE, and Peer2Peer as needed
- Other duties as assigned by supervisor

TIMELINE:
- Applications due: March 16, 5 p.m.
- Interviews: March 17 - 22
- Position offered by March 23
- Training: April 3 – 7 (paid at hourly wage)
- Begin shifts week of April 10

COMPENSATION:
- $10.75 per hour

APPLICATION:
Email resume, cover letter discussing your relevant experiences and skills for this position, and two references to:

Lynnae Stankus, Administrative Assistant
Office of Student Transitions
Email: lynnae.stankus@wmich.edu
Phone: (269) 387-2187

Deadline to apply: Thursday, March 16, 5 p.m.

Note: Applications submitted in the Handshake job portal will not be reviewed. Materials MUST be emailed to Lynnae Stankus directly. Interviews will be scheduled via email; check your email frequently.